



Whitehaven Coal Mining Pty Ltd – Canyon Coal Mine
2007 Complaints Register

Method	Date/Time of Complaint	Nature of Complaint	Investigation	Action Taken / Follow-up
Phone call to EPA	12 th March 2007 2:00pm	Spillage of coal from truck on Kamilaroi Highway near CHPP entrance.	Matter raised with Toll to ensure all trucks maintain adequate tarps to ensure no coal is spilled onto the roadway.	There have been no other incidents of coal spillage reported. Toll also engaged the Gunnedah CDEP to collect any coal on the road verge.
Phone call to Area Manager	30 th March 2007 8:55am	Coal truck pulled out in front of school bus at intersection of haul road and Hoad Lane causing bus to take evasive action.	Toll completed an incident report following statements from both parties.	The truck driver involved was dismissed. A communication protocol between trucks and bus established via 2 way radio and toolbox talks undertaken to alert truck drivers about the bus route and times.
Phone call to Whitehaven complaints line	19 th July 2007 4:20pm	Large blast shook the house.	Discussed issue with complainant who advised she wanted the complaint recorded but did not want any additional meetings or discussion with mine management.	Investigation of blast indicated it was within compliance limits at 113.3 dBL and 0.10 mm/s.